Have your credit card or banking details been stolen?

Every day, more and more people are enjoying the experience of shopping online. But shoppers need to remain cautious as scammers are always looking for ways to steal credit card or banking details!

They use fake websites, pose as sellers on auction sites and they can also send fraudulent emails (phishing) claiming they are from well-known payment or retail sites.

What to do?

If your bank account has been compromised, or you notice unusual activity on your credit card account, here are some steps you can take:

1. **Contact your financial institution** immediately to have your credit/bank card blocked. You may be able to claim your money back and prevent further theft.
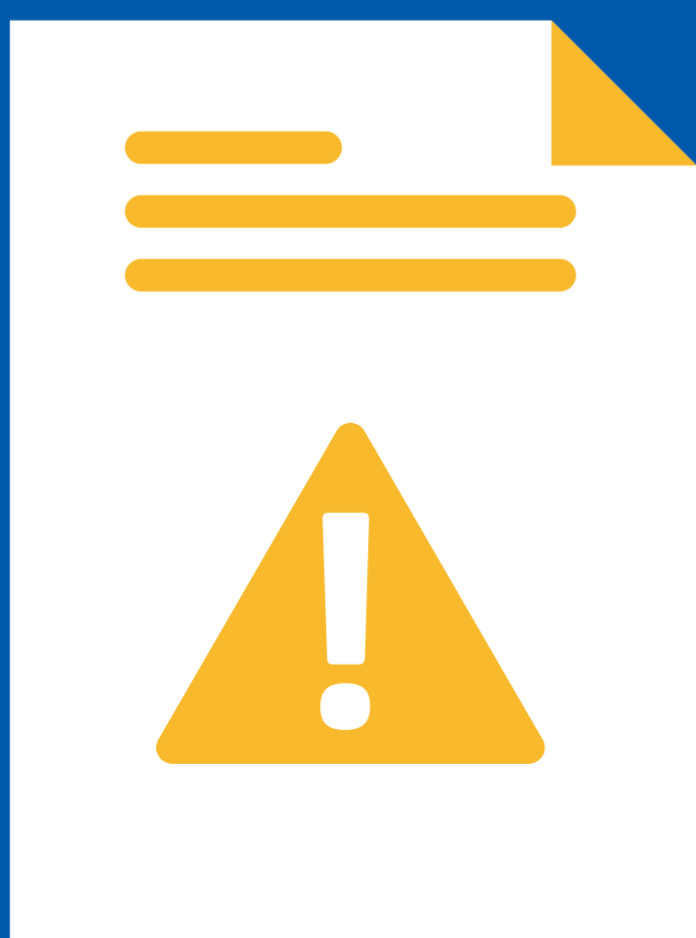
2. **Change your passwords.** The scammer may have your password so change it to a strong password with at least 15 characters including upper and lower case letters, numbers and symbols.

A **passphrase** may be easier to remember. This could be a sentence that includes unusual words, or words from different languages.

You should also **change login details** for any of your other accounts that use the same or similar username and password.

Use a **unique password** for each account.

3. **Update** your antivirus software in order to fight new viruses and protect your device.

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4. **Report** the fraud. Your information may help catch the fraudster and prevent further incidents.

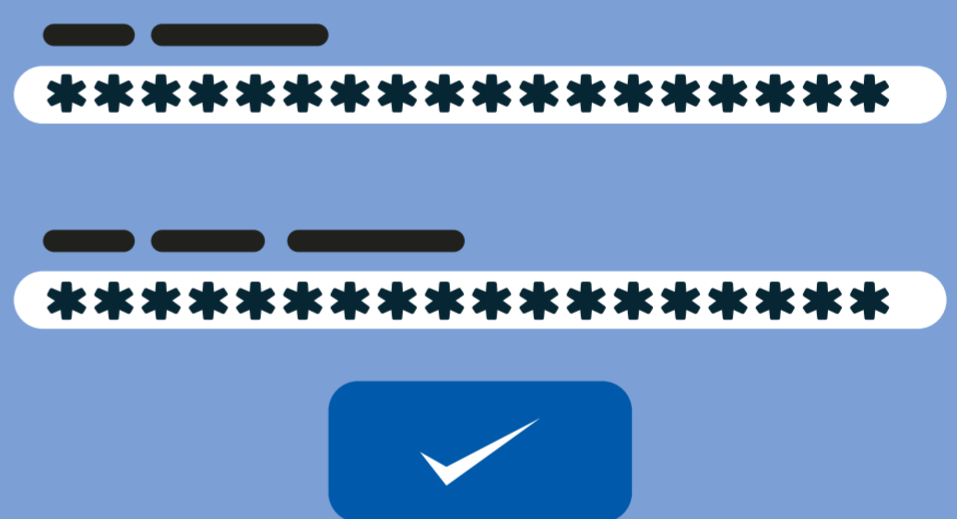To find out where to get advice and to report the crime in your country, visit https://cybersecuritymonth.eu/cyber-first-aid

5. Make sure to **keep any evidence** you have of the theft, e.g. emails, invoices, receipts, copy of the advertisement, etc.

6. **Share** your experience with family and friends to help protect them.